



TEXT-TO-911 COMCAST FAQs

Why is Comcast deploying a text-to-911 solution?

Effective August 8, 2014, FCC rules require all interconnected providers of text messaging to support text-to-911 for all text-capable PSAPs by June 30, 2015. This obligation applies to over-the-top (OTT) texting applications such as Comcast's XFINITY Connect mobile application.

Why is my PSAP being contacted by Comcast?

Your PSAP is listed on the FCC PSAP Text-to-911 Readiness & Certification Registry. Comcast will be deploying text-to-911 service to all PSAPs that have registered with the FCC and certified text-to-911 readiness.

How does the Comcast text-to-911 solution work?

Comcast is partnering with TeleCommunication Systems (TCS) to deploy text-to-911 and to assist in testing of this new platform. Comcast's XFINITY Connect mobile application is an over-the-top (OTT) texting application available to Comcast XFINITY Voice subscribers.

If a text-to-911 is generated through the OTT application in an area where the PSAP supports texting and the user has allowed the application to access the device's location information, the TCS Text Control Center (TCC) will use the GPS coordinates of the consumer device to route the call to the appropriate PSAP. (The text message will not be sent if the user has not given the app permission to access the device's location information.)

What information will be provided to the PSAP by the Comcast text-to-911 solution?

- o The text message content as sent to 9-1-1 by the Comcast subscriber
- o The GPS latitude and longitude of the consumer device
- o Subscriber Call Back Telephone Number (TN)
- o Comcast Carrier ID

Will any testing be necessary?

Yes. Comcast will coordinate testing with your PSAP and TCS in accordance with the appropriate protocols and procedures. Testing should be brief and unobtrusive for each PSAP/9-1-1 Authority.

Where can I obtain additional information about Text-to-911?

Additional information about the FCC rules and Texting to 911 can be found at:
<https://www.fcc.gov/text-to-911>

Who can I contact if I have additional questions about Comcast's implementation?

Angel Arocho
Senior Director Ops Compliance
215-286-4759
angel_arocho@cable.comcast.com